# Cloud service performance reporting and proactive results analysis

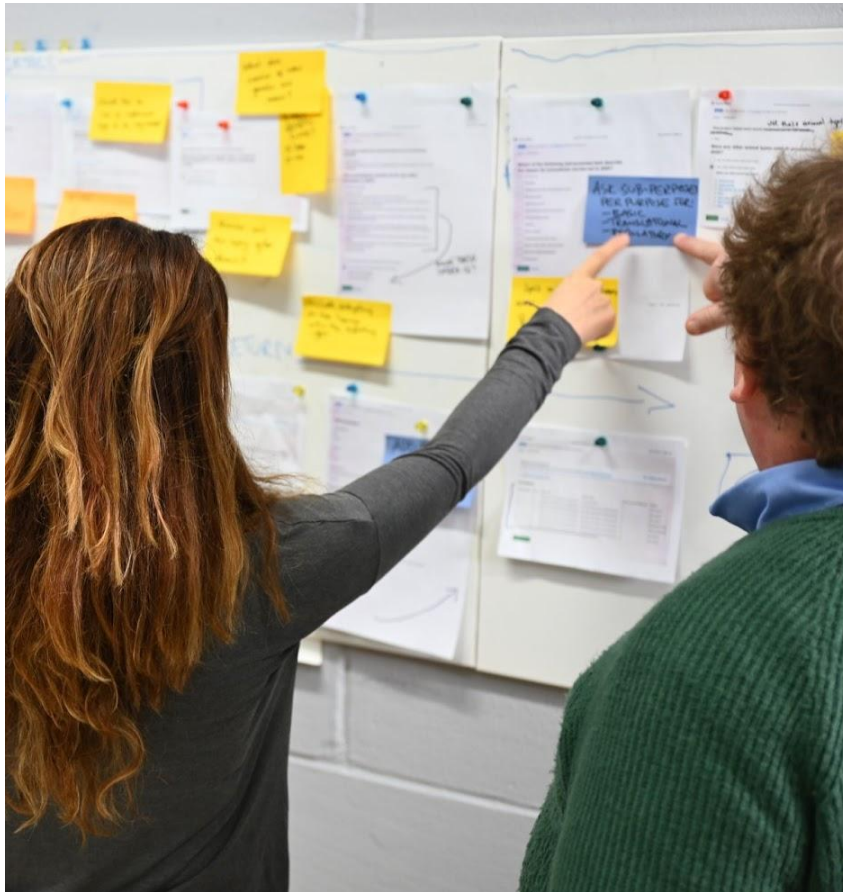
Service definition
G-Cloud 15

Marvell Consulting

Cloud service performance reporting and proactive results analysis

# Service summary

Provides reporting and analysis of cloud service performance, incidents and usage. Identifies trends, risks and improvement opportunities to support proactive management. Enables informed decision-making aligned with organisational objectives, governance requirements and public sector assurance expectations.



Reporting and proactive results analysis

# Service summary

## Features

- Performance and incident reporting
- Trend and root cause analysis
- Proactive risk identification
- Clear reporting dashboards and outputs
- Alignment with governance requirements
- Stakeholder reporting sessions
- Platform aware analysis approaches
- Integration with incident management
- Supports decision-making processes
- Enables service optimisation

## Benefits

- Improves visibility of cloud service performance
- Supports proactive identification of issues
- Enables informed operational decision-making
- Improves service reliability and stability
- Supports governance and assurance reporting
- Identifies trends and improvement opportunities
- Improves stakeholder confidence
- Supports continuous service improvement
- Reduces operational risk
- Improves service outcomes

# About us

Marvell Consulting work with public sector organisations to research, design and build services that help people thrive.

About us

# Marvell Consulting

Marvell Consulting are a digital software and strategy specialist. We work with public sector organisations to research, design and build digital services that help people thrive.

Bringing together a curated, multidisciplinary team of experts across user research, design and software development, we help organisations understand user needs, build consensus and empower their teams.

This results in digital services that are easier to use, more efficient to deliver and fit for the future.

About us

# Our experience

As a small company, we're proud to have been trusted by some of the UK's most recognised institutions.

GOV.UK

Home Office

Cabinet Office

UK Visas and Immigration

Department for Business, Energy & Industrial Strategy

HM Passport Office

Department of Health & Social Care

NHS

CARE

METROPOLITAN POLICE

GREATER LONDON AUTHORITY

Lambeth

Llywodraeth Cymru
Welsh Government

sportwales
chwaraeoncymru

WCVA
CGGC

About us

# Our approach

Building digital services can be time-consuming and complex. Working to agile methodologies allows us to break difficult problems down into clear, manageable pieces of work that can be delivered in stages.

Working in fortnightly sprints, we use agile tools to help us track where we are with the delivery of new software or features. Progress is reported in weekly reports, fortnightly show and tells and at governance meetings as determined by the client. We define, track and, wherever possible, mitigate risks to us being able to deliver our work.

Our trained agile coaches are experienced at introducing agile ways of working to teams as well as giving more in-depth tutorials to key contacts. An important part of our service is finding the right ways to communicate progress to stakeholders and bringing teams with us as new digital ways of working become a reality.

About us

# Our culture

Open, clear, respectful. Success isn't just in what we deliver, it's in how we do it too.

**Working as a team**

We know that well designed services aren't the brainchild of a single genius. They're the result of experienced specialists working together towards a shared outcome. That's why our team are all experts in their fields with years of government experience behind them.

We also maintain a flat structure in our teams to allow ideas to surface and assumptions to be challenged. This open culture isn't just a nicer way of working (although it is that too). It allows us to spot and resolve problems quickly, ensuring a safer and less risky approach to development.

About us

# Working together

**Working with clients**

Our approach to working with clients is rooted in transparency and respect. Some clients are experts in digital product development, others less so. No matter who we're working with we always communicate clearly and report on progress every week.

We also respect the different disciplines we work with. Experts in operations or policy are vital to helping us create products and services that serve government's and users' needs. Respect for the people who know what we don't is a core part of our ethos and success.

**Working in the open**

We're big believers in learning from the public sector's wider digital community and in sharing our own knowledge with other teams. Sharing research, solutions, patterns and code makes government services more consistent and cost-effective.

Wherever possible we like to present our work at cross-government events and share our outputs with teams working on related services.

# What previous clients have said about us

“This is a great example of the value of a user-centred approach. This team has worked extremely hard, building trust in our ability to create digital services that are genuinely transformative.”

**Deputy Director** at the Home Office

"I genuinely am so impressed with the level of detail and the way [the work] has been structured and presented. It's already got me into full analysis mode and I know it will play a crucial role in the transformation plans."

**Head of grant giving** at the Greater London Authority

“This [service] is the fruition of a huge amount of work...and I just wanted to say congratulations and well done, it’s really an incredible feat.”

**Director of Standards and Interoperability** at the NHS

“Marvell Consulting has been integral in the transformation of the Home Office’s digital operations. The research, design and build has been exceptional.”

**Product lead** at the Home Office

# Detailed specification

Information on pricing, on-boarding and service management.

Detailed specification

# Overview

**Ordering**

Email us at gov@marvell-consulting.com or call 020 3886 0115 to discuss your requirements.

**On-boarding**

Onboarding is informed by the client's needs. As a minimum we would produce a statement of work defining the agreed tasks and deliverables. We would also expect to agree project milestones, working patterns, locations, access to specialist equipment and team roles and responsibilities.

**Service constraints**

Our services are typically delivered remotely or from our London Bridge office from Monday to Friday, 9am to 5pm. However we can accommodate onsite work and out-of-hours support as required.

**Security assurance and data resilience**

We have practiced methods for recovering and restoring operations in rare cases where our automated processes fail. We've worked to varied security specifications and can work with you to meet your requirements. Many of our consultants are SC-cleared and can obtain further clearance if needed.

Detailed specification

# Overview

**Training**

Our aim is to build simple, intuitive services that can be used first time without the need for extensive documentation or training.

However we recognise there are some circumstances in which training may be required. In these cases we're happy to work with clients to design an appropriate training plan.

**Invoicing**

To be agreed with the client.

**Early termination**

Terms to be agreed with the client.

**Off-boarding**

Wherever possible we deliver software with open licences and deploy into client-owned infrastructure. Outputs are clearly documented. We're flexible about handover and can arrange job shadowing, training and/or the production of detailed documentation as per the client's preference. Knowledge-transfer is treated as an ongoing process throughout the project's lifecycle.

Detailed specification

# Rate card

| SFIA Level | Strategy & Architecture | Business Change | Solution Development & Implementation | Service Management | Procurement & Management Support | Client Interface |
|---|---|---|---|---|---|---|
| **1 Follow** | £500 | £500 | £550 | £500 | £500 | £500 |
| **2 Assist** | £550 | £550 | £600 | £550 | £550 | £550 |
| **3 Apply** | £600 | £600 | £700 | £600 | £600 | £600 |
| **4 Enable** | £700 | £700 | £800 | £700 | £700 | £700 |
| **5 Ensure/Advise** | £800 | £800 | £900 | £800 | £800 | £800 |
| **6 Initiate/Influence** | £900 | £900 | £1000 | £900 | £900 | £900 |
| **7 Set Strategy, Inspire, Mobilise** | £1,000 | £1,000 | £1,100 | £1,000 | £1,000 | £1,000 |

# Talk to us

We're always here to answer questions or to discuss the needs of your project.

gov@marvell-consulting.com
020 3886 0115
www.marvell-consulting.com

Marvell Consulting

CYBER ESSENTIALS CERTIFIED PLUS

Crown Commercial Service *Supplier*